

What is claimed is:

- 1 1. A method for monitoring a service level agreement, wherein the service level
2 agreement defines for a particular network a level of service that has been offered
3 to a customer by a service provider, the method comprising the computer-
4 implemented steps of:
5 creating a schema that provides a set of rules for defining service level
6 agreements;
7 receiving information defining a particular service level agreement, wherein said
8 information defines one or more tests for monitoring the level of service
9 that has been offered to the customer; and
10 verifying that the information defining said particular service level agreement
11 conforms to the set of rules in said schema.
- 1 2. The method recited in claim 1, further comprising the steps of:
2 if said information defining said particular service level agreement conforms to
3 the set of rules in said schema, then
4 distributing the one or more tests to one or more agents that are
5 configured to communicate with devices that are associated with
6 the network;
7 receiving result information based on the devices performing the one or
8 more tests; and
9 creating and storing reporting information that indicates whether the
10 customer is receiving the level of service that has been offered.

1 3. The method recited in claim 1, wherein the step of creating a schema includes the
2 step of generating a schema based on Extensible Markup Language (XML),
3 wherein the schema provides a template for defining service level agreements.

1 4. The method recited in claim 1, further comprising the steps of:
2 generating, at a server, interface data for defining service level agreements; and
3 communicating the interface data to a client that is remote from said server,
4 wherein the interface data allows users to define tests for monitoring the
5 level of service that is being provided by the service provider.

1 5. The method recited in claim 1, further comprising the steps of verifying that the
2 network includes one or more devices that may be configured to perform the one
3 or more tests.

1 6. A computer readable medium carrying sequences of instructions for monitoring a
2 service level agreement, wherein the service level agreement defines for a
3 particular network a level of service that has been offered to a customer by a
4 service provider, the sequences of instructions including instructions for
5 performing the steps of:

6 creating a schema that provides a set of rules for defining service level
7 agreements;

8 receiving information defining a particular service level agreement, wherein said
9 information defines one or more tests for monitoring the level of service
10 that has been offered to the customer; and

11 verifying that the information defining said particular service level agreement
12 conforms to the set of rules in said schema.

1 7. The computer readable medium recited in claim 6, further comprising
2 instructions for performing the steps of:
3 if said information defining said particular service level agreement conforms to
4 the set of rules in said schema, then
5 distributing the one or more tests to one or more agents that are
6 configured to communicate with devices that are associated with
7 the network;
8 receiving result information based on the devices performing the one or
9 more tests; and
10 creating and storing reporting information that indicates whether the
11 customer is receiving the level of service that has been offered.

1 8. The computer readable medium recited in claim 6, wherein the step of creating a
2 schema includes the step of generating a schema based on Extensible Markup
3 Language (XML), wherein the schema provides a template for defining service
4 level agreements.

1 9. The computer readable medium recited in claim 6, further comprising
2 instructions for performing the steps of:
3 generating, at a server, interface data for defining service level agreements; and
4 communicating the interface data to a client that is remote from said server,
5 wherein the interface data allows users to define tests for monitoring the
6 level of service that is being provided by the service provider.

- 1 10. A network device configured for monitoring a service level agreement that
2 defines for a particular network a level of service that has been offered to a
3 customer by a service provider, comprising:
4 a network interface;
5 a processor coupled to the network interface and receiving information from the
6 network interface;
7 a computer-readable medium accessible by the processor and comprising one or
8 more sequences of instructions which, when executed by the processor,
9 cause the processor to carry out the steps of:
10 creating a schema that provides a set of rules for defining service level
11 agreements;
12 receiving information defining a particular service level agreement,
13 wherein said information defines one or more tests for monitoring
14 the level of service that has been offered to the customer; and
15 verifying that the information defining said particular service level
16 agreement conforms to the set of rules in said schema.
- 1 11. A network device configured for monitoring a service level agreement that
2 defines for a particular network a level of service that has been offered to a
3 customer by a service provider, comprising:
4 means for creating a schema that provides a set of rules for defining service level
5 agreements;
6 means for receiving information defining a particular service level agreement,
7 wherein said information defines one or more tests for monitoring the
8 level of service that has been offered to the customer; and

9 means for verifying that the information defining said particular service level
10 agreement conforms to the set of rules in said schema.

1 12. A method for monitoring a service level agreement, wherein the service level
2 agreement defines for a particular network a level of service that has been offered
3 to a customer by a service provider, the method comprising the computer-
4 implemented steps of:
5 receiving information defining the service level agreement, wherein said
6 information defines one or more tests for monitoring the level of service
7 that has been offered to the customer;
8 distributing the one or more tests to one or more agents that are configured to
9 communicate with devices that are associated with the network;
10 receiving result information based on the devices performing the one or more
11 tests; and
12 creating and storing reporting information that indicates whether the customer is
13 receiving the level of service that has been offered.

1 13. The method recited in claim 12, further comprising the steps of:
2 generating a schema based on Extensible Markup Language (XML), wherein the
3 schema provides a template for defining service level agreements; and
4 wherein the step of receiving information defining a service level agreement
5 includes the step of receiving information that has been generated in
6 accordance with said schema.

1 14. The method recited in claim 12, further comprising the steps of:
2 generating, at a server, interface data for defining the service level agreement; and

communicating the interface data to a client that is remote from said server,
wherein the interface data allows users to define tests for monitoring the
level of service that is being provided by the service provider.

15. A computer readable medium carrying sequences of instructions for monitoring a
service level agreement, wherein the service level agreement defines for a
particular network a level of service that has been offered to a customer by a
service provider, the sequences of instructions including instructions for
performing the steps of:
receiving information defining the service level agreement, wherein said
information defines one or more tests for monitoring the level of service
that has been offered to the customer;
distributing the one or more tests to one or more agents that are configured to
communicate with devices that are associated with the network;
receiving result information based on the devices performing the one or more
tests; and
creating and storing reporting information that indicates whether the customer is
receiving the level of service that has been offered.

16. The computer readable medium recited in claim 15, further comprising
instructions for performing the steps of:
generating a schema based on Extensible Markup Language (XML), wherein the
schema provides a template for defining service level agreements; and
wherein the step of receiving information defining a service level agreement
configuration includes the step of receiving information that has been
generated in accordance with said schema.

1 17. The computer readable medium recited in claim 15, further comprising
2 instructions for performing the steps of:
3 generating, at a server, interface data for defining the service level agreement; and
4 communicating the interface data to a client that is remote from said server,
5 wherein the interface data allows users to define tests for monitoring the
6 level of service that is being provided by the service provider.

1 18. A network device configured for monitoring a service level agreement that
2 defines for a particular network a level of service that has been offered to a
3 customer by a service provider, comprising:
4 a network interface;
5 a processor coupled to the network interface and receiving information from the
6 network interface;
7 a computer-readable medium accessible by the processor and comprising one or
8 more sequences of instructions which, when executed by the processor,
9 cause the processor to carry out the steps of:
10 receiving information defining the service level agreement, wherein said
11 information defines one or more tests for monitoring the level of
12 service that has been offered to the customer;
13 distributing the one or more tests to one or more agents that are
14 configured to communicate with devices that are associated with
15 the network;
16 receiving result information based on the devices performing the one or
17 more tests; and

18 creating and storing reporting information that indicates whether the
19 customer is receiving the level of service that has been offered.

1 19. The network device recited in claim 18, further executing instructions for
2 performing the steps of:
3 generating a schema based on Extensible Markup Language (XML), wherein the
4 schema provides a template for defining service level agreements; and
5 wherein the step of receiving information defining a service level agreement
6 configuration includes the step of receiving information that has been
7 generated in accordance with said schema.

1 20. The network device recited in claim 18, further executing instructions for
2 performing the steps of:
3 generating, at a server, interface data for defining the service level agreement; and
4 communicating the interface data to a client that is remote from said server,
5 wherein the interface data allows users to define tests for monitoring the
6 level of service that is being provided by the service provider.

1 21. A network device configured for monitoring a service level agreement that
2 defines for a particular network a level of service that has been offered to a
3 customer by a service provider, comprising:
4 means for receiving information defining the service level agreement, wherein
5 said information defines one or more tests for monitoring the level of
6 service that has been offered to the customer;
7 means for distributing the one or more tests to one or more agents that are
8 configured to communicate with devices that are associated with the
9 network;

10 means for receiving result information based on the devices performing the one
11 or more tests; and
12 means for creating and storing reporting information that indicates whether the
13 customer is receiving the level of service that has been offered.

1 22. A method for monitoring a level of service that is being provided to a customer
2 by a service provider, the method comprising the computer-implemented steps of:
3 storing information that defines the level of service that has been guaranteed to a
4 customer by a service provider,
5 receiving through a standardized open interface metric parameter information
6 that defines one or more metric tests that are to be used to verify that the
7 customer is receiving the level of service that has been guaranteed by the
8 service provider; and
9 verifying that based on the metric parameter information, the one or more metric
10 tests will provide an appropriate set of tests for measuring the level of
11 service that is being provided to the customer by the service provider.

1 23. The method recited in claim 22, wherein the step of verifying the one or more
2 metric tests includes the step of verifying that the one or more metric tests
3 conform to a standard of testing that has been approved by the service provider.

1 24. A method for monitoring a service level agreement, wherein the service level
2 agreement defines for a particular network a level of service that has been offered
3 to a customer by a service provider, the method comprising the computer-
4 implemented steps of:
5 receiving a service level agreement definition that defines one or more tests for
6 monitoring the level of service that is being provided to the customer;

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